

Attachment II

Performance Work Statement

PROFESSIONAL INFORMATION TECHNOLOGY SERVICES TO SUPPORT THE OFFICE OF INFORMATION, INTEGRITY AND ACCESS (ME) WITH THE FEDERAL PUBLIC KEY INFRASTRUCTURE POLICY AUTHORITY

1.0 INTRODUCTION

The purpose of this Performance Work Statement (PWS) is for professional services to assist the Office of Information, Integrity and Access (ME), Identity Assurance and Trusted Access Division (MEI) with the Federal Public Key Infrastructure Policy Authority (FPKIPA) initiative. Services will include assisting the Chair, Federal Public Key Infrastructure Policy Authority with logistical support, secretariat services, studies and analyses, and programmatic and communications support.

2.0 BACKGROUND

The Federal Public Key Infrastructure (FPKI) Policy Authority sets policy governing operation of the United States FPKI Architecture, composed of: the Federal Bridge Certification Authority (FBCA), the Federal Common Policy Framework Certification Authority (FCPFCA), the Citizen and Commerce Class Common Certification Authority (C4CA) and the E-Governance Certification Authority (EGCA). The FPKI Policy Authority approves applicants for cross certification with the FBCA.

The FPKI Policy Authority was created at the direction of the Federal Chief Information Officer (CIO) Council and operates pursuant to Federal CIO Council authority as a working group under the Information Security and Identity Management Committee, Identity, Credential and Access Management Subcommittee. It serves the interest of U.S. Government organizations as relying parties, and encourages interoperability with International and non-Federal Public Key Infrastructures (PKI).

The FPKI Policy Authority is composed of federal agencies, state governments, not-for-profit organizations, other PKI Bridges, private sector PKIs and interested parties that have chosen to trust each other's digital certificates using the FPKI. Three classes of participants make up the membership of the FPKI Policy Authority: voting members who represent federal agencies with an interest in the FPKI governing activities, nonvoting members who represent other PKI domains and Bridges cross-certified with the FBCA, and observers who are interested parties with business relationships with the FPKI.

The FPKI Policy Authority also provides policy oversight and direction to the FPKI Management Authority, under the management of the General Services Administration (GSA), which is responsible for technical operations of the hardware, software and implementation practices and procedures of the FPKI Architecture.

As part of its responsibility to oversee cross-certification and interoperability with the FPKI, the FPKI Policy Authority operates subcommittees and working groups as necessary.

- The Certificate Policy Working Group is a standing activity responsible for mapping of Certificate Policies and to review other documents submitted by applicant entities as part of the process of cross-certifying their PKIs with the FBCA.
- The Shared Service Provider Working Group is a standing activity responsible for reviewing the applications of Commercial PKI Service Providers for compliance with the FCPFCA Certificate Policy for recognition as an approved provider of Federal identity credentials under NIST FIPS 201.
- The Four Bridges Forum is a collaborative activity between the four PKI Bridges currently operational in the U.S.: SAFE-BioPharma, Certipath, Higher Education, and the Federal Bridge.

3.0 OBJECTIVE

This PWS addresses the need for professional Information Technology (IT) services to assist the Office of Information, Integrity and Access with the Federal Public Key Infrastructure Policy Authority (FPKIPA) initiative by assisting the Chair, FPKIPA, with logistical support, secretariat services, studies and analyses, and programmatic and communications support.

4.0 TASKS FOR BASE YEAR AND OPTION YEARS

Specific tasks and services addressed in this PWS fall under the following Task Areas:

- Task Area 1: Program Management and Administration (Mandatory)
- Task Area 2: Technical and Administrative Support to the Chair, FPKIPA (Mandatory)
- Task Area 3: FPKIPA Certificate Policy Working Group (CPWG) Support (Mandatory)
- Task Area 4: Shared Service Provider Work Group (SSPWG) Support (Mandatory)
- Task Area 5: Four Bridges Forum Support (Optional)
- Task Area 6: General PKI Technical Support (Mandatory)
- Task Area 7: Communications Support (Mandatory)
- Task Area 8: Working Group Support (Mandatory)
- Task Area 9: Conference/Workshop Support (Mandatory)

Independently and not as an agent of the government, the Contractor shall be required to furnish all the necessary services, qualified personnel, material, equipment, and facilities,

not otherwise provided by the government, as needed to perform the following.

- Provide assistance with continuing to develop and update the FPKIPA Charter, Criteria and Methodology Document, Certificate Policies, Certificate Practices Statements and other documents and materials necessary to perform the work of the FPKIPA.
- Support federal agency efforts to develop, deploy and use intra and interagency PKIs and, where possible, the use of public key technology with the public. This includes helping agencies focus on selecting appropriate applications and making the "business case" for use of public key technology.
- Conduct outreach efforts to private and public sectors and state and foreign governments and other Bridge PKI domains to understand better their PKI efforts and how the FPKIPA's work would better integrate with theirs.
- Provide assistance in continuing efforts to better understand and disseminate information on the performance and behavior of commercial PKI offerings (e.g., Secure Multipurpose Internet Mail Extensions (S/MIME) work done by the National Institute of Science and Technology (NIST)) and how that affects the selection and use of those products by federal agencies.

4.1 TASK 1 – MANAGEMENT AND ADMINISTRATION

The Contractor shall provide the Chair, FPKIPA with consolidated monthly status reports of activities and expenditures. The Contractor shall conduct a task order management status meeting with government representatives on a quarterly basis. The Contractor shall submit a Project Plan within 30 days of task order award and maintain the Plan as required.

4.2 TASK 2 – TECHNICAL AND ADMINISTRATIVE SUPPORT TO THE CHAIR, FPKIPA

The Contractor shall provide technical and administrative support to the Chair, FPKIPA. This required support shall include:

4.2.1 Assist the Chair in agenda coordination and dissemination, technical support and issue resolution, technical presentations, minute development and dissemination, and action item list development, management, and dissemination for the regular FPKIPA meetings;

4.2.2 Provide strategic planning for running working groups and resolving technical and policy issues;

4.2.3 Initiate planning meetings with the FPKIPA staff to ensure effective execution of working group responsibilities and action items;

4.2.4 Review Certificate Authority technical design proposal documents and policy change requests brought to the FPKIPA at the request of the Chair;

4.2.5 Assist in the review of FPKI Management Authority activities as authorized by the Chair;

4.2.6 Participate in other technical exchanges, conferences, and other working group meetings at the request of the Chair;

4.2.7 Write and review documents that will be critical process steps for policy approval and/or enforcement or technical issue resolution; and

4.2.8 Assist in the formulation of any Memoranda of Agreement (MOA) between any FBCA cross-certification applicants and the FPKIPA.

4.3 TASK 3 – FPKIPA CERTIFICATE POLICY WORKING GROUP (CPWG) SUPPORT

The Contractor shall provide technical and administrative support to the FPKI CPWG. This required support shall include:

4.3.1 Assist in scheduling and planning agenda items and notifying participants for each session of this working group;

4.3.2 Prepare and deliver presentations on technical or policy issues, administrative processes, and/or information sharing topics;

4.3.3 Provide information for all attendees of the meeting;

4.3.4 Conduct a compliance analysis of any Certificate Policy (CP) and/or Certification Practice Statement (CPS) from any organization seeking cross-certification with the FBCA;

4.3.5 Document policy mapping and/or compliance analysis findings in a report, distribute them to the working group, lead discussions about the analysis, and facilitate negotiations within the working group for appropriate CP or CPS changes;

4.3.6 Publish minutes and action items in a timely manner and follow up with specific suggestions for issue resolution management and status data on documentation pertinent to the working group.

4.4 TASK 4 – SHARED SERVICE PROVIDER WORK GROUP (SSPWG) SUPPORT

The Contractor shall provide technical and administrative support to the FPKI SSPWG. This required support shall include:

4.4.1 Assist in scheduling and planning agenda items and notifying participants for each session of this working group;

4.4.2 Prepare and deliver presentations on technical or policy issues, administrative processes, and/or information sharing topics;

4.4.3 Provide information for all attendees of the meeting;

4.4.4 Document policy mapping findings in a report, distribute them to the working group, and facilitate discussions within the working group for appropriate CPS changes;

4.4.5 Develop and maintain a configuration management process and documentation for approved CPS versions, audit completions and due date management; status tracking and tickler system; and

4.4.6 Publish minutes and action items in a timely manner and follow up with specific suggestions for issue resolution management and status data on documentation pertinent to the working group.

4.5 TASK 5 – FOUR BRIDGES FORUM SUPPORT (OPTIONAL)

The Contractor shall provide technical and administrative support to the Four Bridges Forum. This required support shall include:

4.5.1 Participate in meetings of the Four Bridges Forum on behalf of the Chair, FPKIPA

4.5.2 Prepare and deliver presentations on technical or policy issues, administrative processes, and/or information sharing topics;

4.5.3 Participate in the development of documents, agreements, and issue papers on subjects of interest to the Four Bridges Forum.

4.5.4 Prepare meeting reports, minutes and respond to action items in a timely manner.

4.6 TASK 6 –GENERAL PKI TECHNICAL SUPPORT

The Contractor shall provide general PKI technical support as requested by the FPKIPA. This required support shall include:

4.6.1 Research and provide technical reports on issues related to Identity Management; and

4.6.2 Participate in periodic reviews of the FPKI Certificate Policy for technical, management, and operational accuracy, at the request of the Chair, FPKIPA.

4.7 TASK 7 – COMMUNICATIONS SUPPORT

The Contractor shall provide technical and equipment support to facilitate more effective communications between the FPKIPA and/or working group participants and act as the Secretariat of the FPKIPA under the direction of its Chair. This required support shall include:

4.7.1 Maintain an email list for the FPKIPA and/or other supportive working groups and document logs for effective communications within the working group(s), and provide for quarterly review;

4.7.2 Utilize email, phone, and facsimile machines in appropriate manner to conduct effective business with and for the FPKIPA member organizations and mission (no deliverable required); and

4.7.3 Establish and maintain a repository of pertinent information to the mission of the FPKIPA.

4.8 TASK 8 –WORKING GROUP SUPPORT

The Contractor shall provide research, studies, technical analysis, and presentation support to any other working groups such as the CNSS PKI MGB that are established to address specific issues or responsibilities of the FPKIPA, as required by its Chair. The effort required to support any additional working group is specified in Task 2 above.

4.9 TASK 9 – CONFERENCE/WORKSHOP SUPPORT

The Contractor shall provide logistical support, research, studies, and technical analysis and documentation toward the development and delivery of training in

the form of workshops, conferences, seminars or classes, as required by the Chair, FPKIPA.

5.0 DELIVERABLES/DELIVERY SCHEDULE

Del. #	Ref paragraph	Deliverable Title	Due Date	Distribution	Frequency and Remarks
1.	4.1.	Task Order/Management Status Meeting	1 st Monday of each Quarter	PM,COR	Quarterly
2.	4.1	Project/Task Plan	30 days after task order award	PM, COR	Maintain Plan as required
3.	4.1	Consolidated Status Report	10 th day of every month	COR, PM	Monthly
4.	4.2-4.2.8	Provide full range of support activities to FPKIPA meetings	2 nd Tuesday of each month	FPKIPA	Monthly
5.	4.3-4.3.6	Provide full range of support activities to CPWG meetings	Twice per month – 1 st Thursday/3 rd Tuesday	CPWG	Semi-monthly
6.	4.4-4.4.6	Provide a full set of support activities to SSPWG – no more than 4 times per year	Schedule to be determined by government	SSPWG	As required
7.	4.5-4.5.4	Provide a full set of support activities to Four Bridges Forum	Schedule to be determined	PM	As required
8.	4.6.1	Provide up to four (4) technical reports on issues related to identity management	TBD by government	PM, FPKIPA	60 calendar days following the request or as determined by government
9.	4.6.2	Reviews of the FPKI Certificate Policies	Schedule to be determined by government	PM, FPKIPA	As required
10.	4.7.1-4.7.2	Maintain e-mail lists and document logs for FPKI activities; provide for quarterly review	1 st Thursday of each quarter	CPWG	Quarterly
11.	4.7.3	Establish and maintain a repository of pertinent information to the mission of the FPKIPA	1 st Thursday of each quarter	PM	Quarterly
12.	4.8	Provide up to four (4) studies/presentations to other working groups or committees	TBD by government	PM	30 days following request
13.	4.8	Provide support activities to PKI MGB meetings	TBD by government	PM	As required
14.	4.9	Provide up to four (4) presentations/documentation for conferences and workshops	TBD by government	PM	15 days following request

6.0 Work Performance Based Contracting Matrix

The following measures shall be used to assess the Contractor's performance:

<u>Desired Outcomes</u>	<u>Required Services</u>	<u>Performance Standard</u>	<u>Acceptable Quality Level</u>	<u>Monitoring Method</u>
Support the Office of Information, Integrity and Access	<ul style="list-style-type: none"> -Provide agenda coordination and dissemination; -Provide technical support and issue resolution; -Prepare technical presentations, develop minutes and action item list -Provide strategic planning for running working groups; -Initiate planning meetings; -Review technical proposals; -Participate in technical exchanges; and -Write and review documents. 	<p>Documents to be complete and delivered by agreed upon dates.</p> <p>Attend all meetings.</p>	No deviations from the standard are acceptable without the expressed written permission of the Government Program Manager.	As required by the PM; review by the PM.
Working Group Meeting Support	<p>Provide full range of support for CPWG, SSPWG, and PKI MGB meetings to include:</p> <ul style="list-style-type: none"> -planning of agenda items and notifying participants; -preparation of presentations on technical or policy issues; -Conduct a compliance analysis (CPWG); -Document policy mapping and/or compliance analysis findings in a report; lead discussions and facilitate negotiations (CPWG, SSPWG); -Publish minutes, action items and follow up with suggestions for issue resolution management 	<p>Documents to be complete and delivered by agreed upon dates.</p> <p>Attend all meetings.</p>	No deviations from the standard are acceptable without the expressed written permission of the government Program Manager.	Documents due according to Deliverables section 5.0 above. Review by the PM/COR.
Project/Task Plan	Provide a comprehensive project/task plan with milestones that are realistic and actionable.	Documents to be complete and delivered by agreed upon dates. Documents are logical and clearly written with attention to detail.	No deviations from the standard are acceptable without the expressed written permission of the government	Initial document due 30 days after task order award; updates as required. Review by the PM/COR.

			Program Manager.	
E-mail lists and documents logs; establish and maintain a repository	Maintain e-mail lists and document logs for FPKI activities. Establish and maintain a repository of pertinent information to the mission of the FPKIPA.	Documents are to be complete and delivered by agreed upon dates.	No deviations from the standard are acceptable without the expressed written permission of the government Program Manager.	Due the first Thursday of each Quarter. Review by the PM.
Consolidated Status Report	Monthly Status Report consolidating all activities performed during the previous month.	Reports are to be written with attention to detail, risk and management of risks.	No deviations from the standard are acceptable without the expressed written permission of the Government Program Manager.	Due the 10 th day of each month on the previous month's activities. Review by the PM and the COR.
Support for conferences, workshops	Provide up to four presentations/documentation for conferences and workshops.	Documents to be complete and delivered by agreed upon dates. Documents are logical and clearly written with attention to detail.	No deviations from the standard are acceptable without the expressed written permission of the government Program Manager.	Due 15 days following the request. Review by the PM.

7.0 DELIVERABLE AND DATA RIGHTS

All test materials, documents, notes, records, software tools acquired, and/or software modified or produced by the contractor under this PWS shall become the property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the government

quarterly and upon termination of the contract services or expiration of the task order period.

8.0 GOVERNMENT FURNISHED MATERIAL & FACILITIES

The government will provide access to available technical information (i.e. standard configuration, U.S. directives, etc.) as required and upon contractor request for the performance of this task order.

- All government-provided products and facilities remain the property of the government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.
- All documented processes, procedures, tools and applications, developed under this PWS become the property of the government. The government shall have unlimited rights to these documents.
- Modification and distribution of end products for use at other installations will be at the discretion of the government.
- All text, electronic digital files, data, new capabilities or modification of existing applications, source code, documentation, and other products generated, modified or created under this task order shall become the property of the government. The information shall be returned to the government unless otherwise specified

9.0 SECURITY, CONFIDENTIALITY AND NON-DISCLOSURE

9.1 CLEARANCE

All contractor personnel assigned to this task shall have had a successfully adjudicated National Agency Check with (Written) Inquiries (NACI). All contractor personnel shall comply with the specific security requirements. Access to classified documents, studies, reports, and other documentation and information may be required. Consequently, it is required that at least one representative must have a U.S. Department of Defense Top Secret clearance adjudication. All other personnel must have a U.S. Department of Defense Secret clearance adjudication. A DD Form 254, "Department of Defense Contract Security Classification Specification," will be provided after award of the task order. Contractor personnel assigned under this task order must hold U.S. citizenship. The contractor will initiate the appropriate level of security clearance background investigation to result in issuance of a Department of Defense Secret security clearance. Information gathered, developed, analyzed, and produced under this task order requirement remains the property of the U.S. and shall be protected from unauthorized or inadvertent modification, disclosure, destruction, or use. Prior to the arrival of any contractor employee to commence work under this task order at any government site, the contractor must provide advance notice to the government for visitor control purposes and verification of security clearance.

9.2 IDENTIFICATION OF NON-DISCLOSURE REQUIREMENTS

Due to the sensitive nature of the data and information being worked with on a daily basis, all contractor personnel assigned to this task order are required to complete the government provided non-disclosure statement within 30 calendar days after contract award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COR.

The component parts of this effort and reports are expected to contain highly sensitive (and sometimes classified) information that could act as a guide for hostile entities to cause harm to the government's critical infrastructure. Any such information made available in any format shall be used only for the purpose of carrying out the provisions of this agreement. Such information shall not be divulged or made known in any manner to any person. The Contractor shall immediately notify the COR upon discovery of any inadvertent disclosures of information. The Contractor shall not retain any information regarding vulnerabilities, to include summaries, the actual vulnerability report, etc., after the performance period end date. All information arising from this task, both hard copy and electronic, shall be returned to the government at task conclusion.

10.0 SECTION 508 REQUIREMENTS

All electronic and information technology (EIT) procured through this contract must meet the applicable accessibility standards at 36 CFR 1194. This regulation (36 CFR 1194) implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

The contractor shall support the government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when federal agencies develop, procure, maintain, or use electronic information technology, and federal employees with disabilities have access to and use of information and data that is comparable to the access and use by federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

11.0 FAR CLAUSES INCORPORATED BY REFERENCE

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12.0 POTENTIAL FOR ORGANIZATIONAL AND PERSONAL CONFLICTS OF INTEREST (COI)

If the contractor is currently providing support or anticipates providing support to the Office of Information, Integrity and Access that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Part 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in

which the contractor (and any subcontractors, consultants or teaming partners) agree to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the PWS. All actual or potential OCI situations shall be handled in accordance with FAR subpart 9.5.

13.0 GOVERNMENT RIGHTS IN DATA

See Section 8.0 Government Furnished Equipment.

14.0 KEY PERSONNEL

Contractor shall identify key personnel. If those personnel are no longer available, the government reserves the right to accept or decline proposed replacement personnel. Additionally, contractor shall, when required by the task, identify the SMEs for approval prior to the start of work.

15.0 SECURITY REQUIREMENTS

Tasks and deliverables that involve National Security Systems require contractor support have a minimum of a SECRET clearance, but at least one lead contractor must be cleared to a TOP SECRET (TS). If determined there is a need, this requirement will also include Special Compartmented Information (TS/SCI). See FAR 52.204-2, Security requirements.

16.0 INVOICING

Original invoices shall be submitted to the GSA Finance Office designated in the task order award document. Copies of invoices shall be emailed to the designated COR in the task order award document at the same time. Failure to comply with these procedures may result in delayed payment.

17.0 TYPE OF TASK ORDER

This task order shall be Firm Fixed Price and cost reimbursement for travel expense.

18.0 PERIOD OF PERFORMANCE AND PLACE OF PERFORMANCE

The period of performance for this task order shall be a base year plus two one-year option periods. Work shall mainly be conducted at Contractor's facility and attendance at meetings in the Washington, DC metropolitan area.

19.0 TRAVEL

This project may require some travel. The government will reimburse the Contractor for all travel expenses, except local travel costs in the Washington, DC metropolitan area. When required, all travel will be billed in accordance with federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs). The Contractor shall submit travel requests to the COR for approval at least one week in advance of travel. The Contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services.

20.0 Performance Base:

The Performance Requirements Summary (PRS) table below reflects the objectives to be most important to the successful performance of this requirement. This includes the expected standards of performance and incentives for not adhering to the performance standards.

Objective	Required Service	Performance Standard	Reductions
High Quality Project Management Support that results in project goals being accomplished.	Project management support services including: -Project planning; -Project execution; -Project control; and -Project closeout services.	Project management quality standards are as follows: -Accurate information is provided to decision makers in timely manner; -Attention to detail; -Reports are logical & clearly written; -Thorough research is apparent and effectively utilized in the reporting process; -Milestones are realistic and actionable.	If deliverables are determined to be unacceptable to the PM/COR and cannot be resolved to the satisfaction of the PM/COR, the results will be reflected in the contractor's performance evaluation.
Timely receipt of all required documents.	The contractor shall convey all deliverables in accordance with the schedule outlines in this SOW and the contractor's Project Plan.	No deliverable shall be more than one business day overdue, unless PM/COR are notified prior as to the reason.	If deliverables are determined to be unacceptable to the PM/COR and cannot be resolved to the satisfaction of the PM/COR, the results will be reflected in the contractor's performance evaluation.
Thoroughly planned project.	Development and execution of a comprehensive Project Plan.	-Adequately addresses objectives and specified results with milestones; -Successful execution of plan.	If deliverables are determined to be unacceptable to the PM/COR and cannot be resolved to the satisfaction of the PM/COR, the results will be reflected in the

			contractor's performance evaluation.
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